# CLAIM AMENDMENTS

1. **(Currently Amended)** A method for managing recommendations using a computer system, comprising:

receiving survey information originating from an individual serving a first role pertaining to an aspect of an organizational entity, the survey information including at least one recommendation, wherein the individual serving the first role is a field consultant who serves the role of inspecting the organizational entity to determine whether the organizational entity satisfies a defined criterion;

storing the survey information in a computer database associated with a storage medium;

responsive to receiving the survey information, automatically sending the survey information to an individual serving a second role;

receiving, via a user interface, first recommendation information originating from [[an]] the individual serving [[a]] the second role, the first recommendation information being ~~based on~~ provided responsive to the survey information ~~received from the individual serving the first role~~;

storing the recommendation information in the computer database associated with the storage medium;

responsive to receiving the first recommendation information, automatically notifying an individual serving a third role of the first recommendation information;

receiving, via the user interface, second recommendation information originating from [[an]] the individual serving [[a]] the third role, the second recommendation information being ~~based on~~ provided responsive to the first recommendation information ~~received from the individual serving the second role~~;

storing the second recommendation information in the computer database associated with the storage medium; and

addressing said at least one recommendation based on the first and second recommendation information, the addressing of said at least one recommendation including initiating a response to said at least one recommendation information,

wherein the first, second, and third roles are different roles and are each performed by a different individual.

2. **(Canceled)**

3. **(Canceled)**

4. **(Previously Presented)** The method according to claim 1, wherein the defined criterion pertains to safeguards against property loss within the organizational entity, and said at least one recommendation pertains to a measure designed to reduce property loss.

5. **(Original)** The method according to claim 1, wherein the individual serving the second role is a risk manager who serves the role of evaluating and addressing risk-related issues associated with the organizational entity.

6. **(Original)** The method according to claim 1, wherein the individual serving the second role is a facility manager who serves the role of coordinating the implementation of risk-reduction measures within a facility.

7. **(Original)** The method according to claim 1, wherein the individual serving the third role is a risk manager who serves the role of evaluating and addressing risk-related issues associated with the organizational entity.

8. **(Original)** The method according to claim 1, wherein the individual serving the third role is a facility manager who serves the role of coordinating the implementation of risk-reduction measures within a facility.

9. **(Original)** The method according to claim 1, wherein the organizational entity is a business having multiple facilities.

10. **(Original)** The method according to claim 1, wherein the receiving of the first recommendation information from the individual serving the second role and the receiving of second recommendation information from the individual serving the third role comprises sequentially providing a recommendation response report to the individual serving the second role and then to the individual serving the third role via the user interface, wherein the recommendation response report includes input fields for receiving the first recommendation information from the individual serving the second role and from the second recommendation information from the individual serving the third role.

11. **(Original)** The method according to claim 10, wherein the user recommendation report includes a first section for receiving the first recommendation

information from the individual serving the second role and a second section for receiving the second recommendation information from the individual serving the second role.

12. **(Original)** The method according to claim 1, wherein the receiving of first recommendation information from the individual serving the second role comprises receiving at least one of: intent information which conveys instructions of the individual serving the second role; and comment information provided by the individual serving the second role.

13. **(Original)** The method according to claim 1, wherein the receiving of second recommendation information from the individual serving the third role comprises receiving at least one of: intent information which conveys the response of the individual serving the third role to instructions of the individual serving the second role; and comment information provided by the individual serving the third role.

14. **(Original)** The method according to claim 1, further including receiving a target date associated with the implementation of said at least one recommendation.

15. **(Original)** The method according to claim 14, further including receiving status information pertaining to the target date.

16. **(Original)** The method according to claim 1, wherein the user interface includes at least one field having a visual attribute that conveys a level of urgency associated with said at least one field.

17. **(Original)** The method according to claim 16, wherein said at least one field pertains to a target date field, and the visual attribute is color.

18. **(Canceled)**

19. **(Original)** The method according to claim 1, further including sending a reminder notification to at least the individual serving the third role if the individual serving the third role fails to enter the second recommendation information within a predetermined period of time.

20. **(Original)** The method according to claim 19, wherein the predetermined period of time is measured with respect to a time when the individual serving the second role entered the recommendation information.

21. **(Original)** The method according to claim 19, wherein the predetermined period of time is measured with respect to a specified target date pertaining to the implementation of said at least one recommendation.

22. **(Original)** The method according to claim 19, further including sending another reminder notification if the individual serving the third role fails to respond to the

first-mentioned reminder notification, the other reminder notification conveying greater urgency compared to the first-mentioned reminder notification.

23. **(Original)** The method according to claim 19, further including customizing at least one of: a timing at which the reminder notification is to be transmitted; an identity of at least one recipient who is to receive the reminder notification; information content of the reminder notification; and a style of the reminder notification.

24. **(Original)** The method according to claim 1, wherein, in a top-down mode of process flow, the individual serving the second role serves an overseeing role with respect to the individual serving the third role.

25. **(Original)** The method according to claim 1, wherein, in a bottom-up mode of process flow, the individual serving the third role serves an overseeing role with respect to the individual serving the second role.

26. **(Original)** The method according to claim 1, wherein, in a top-down mode of process flow, the individual serving the second role serves an overseeing role with respect to the individual serving the third role, and, in a bottom-up mode of process flow, the individual serving the third role serves an overseeing role with respect to the individual serving the second role, and, in a no-flow mode of process flow, either the individual serving the second role or the individual serving the third role can enter recommendation information first, and the method further includes allowing a user to

define whether the method is to operate in the top-down mode or the bottom-up mode or a no-flow mode.

27. **(Original)** The method according to claim 1, further including providing a listing that identifies a historical sequence of information entered by the individual serving the first role, the individual serving the second role, and the individual serving the third role.

28. **(Original)** The method according to claim 1, further including filtering received survey information and recommendation information based on at least one selected criterion.

29. **(Original)** The method according to claim 1, further including sorting received survey information and recommendation information based on at least one selected criterion.

30. **(Original)** The method according to claim 1, further including printing received survey information and recommendation information in a selected report format.

31. **(Original)** The method according to claim 1, further including exporting received survey information and recommendation information into a selected export file format.

32. **(Canceled)**

33. **(Currently Amended)** A recommendation management module for managing recommendations, comprising:

logic implemented by at least one computer device, the logic executable by a processor of the computer device and thereby configured to:

receive survey information originating from an individual serving a first role pertaining to an aspect of an organizational entity, the survey information including at least one recommendation, wherein the individual serving the first role is a field consultant who serves the role of inspecting the organizational entity to determine whether the organizational entity satisfies a defined criterion;

store the survey information in a storage medium;

responsive to receiving the survey information, automatically send the survey information to an individual serving a second role;

receive, via a user interface, first recommendation information originating from [[an]] the individual serving [[a]] the second role, the first recommendation information being ~~based on~~ provided responsive to the survey information ~~received from the individual serving the first role~~;

store the recommendation information in the computer database associated with the storage medium;

responsive to receiving the first recommendation information, automatically notify an individual serving a third role of the first recommendation information;

receive, via the user interface, second recommendation information originating from [[an]] the individual serving [[a]] the third role, the second recommendation

information being ~~based on~~ <u>provided responsive to</u> the first <u>recommendation</u> information ~~received from the individual serving the second role~~;

    store the second recommendation information in the storage medium; and

    sequentially provide a recommendation response report to the individual serving the second role and then to the individual serving the third role via the user interface, wherein the recommendation response report includes input fields for receiving the first recommendation information from the individual serving the second role and the second recommendation information from the individual serving the third role,

    wherein the first, second, and third roles are different roles and are each performed by a different individual.

34. **(Canceled)**

35. **(Canceled)**

36. **(Previously Presented)** The recommendation management module according to claim 33, wherein the recommendation response report includes a first section for receiving the first recommendation information from the individual serving the second role and a second section for receiving the second recommendation information from the individual serving the third role.

37. **(Original)** The recommendation management module according to claim 33, wherein the logic for receiving the first recommendation information from the individual serving the second role is configured to receive at least one of: intent information which

conveys instructions of the individual serving the second role; and comment information provided by the individual serving the second role.

38. **(Original)** The recommendation management module according to claim 33, wherein the logic for receiving the second recommendation information from the individual serving the third role is configured to receive at least one of: intent information which conveys the response of the individual serving the third role to instructions of the individual serving the second role; and comment information provided by the individual serving the third role.

39. **(Original)** The recommendation management module according to claim 33, further including logic configured to receive a target date associated with the implementation of said at least one recommendation.

40. **(Original)** The recommendation management module according to claim 39, further including logic configured to receive status information pertaining to the target date.

41. **(Original)** The recommendation management module according to claim 33, wherein the user interface includes at least one field having a visual attribute that conveys a level of urgency associated with said at least one field.

42. **(Original)** The recommendation management module according to claim 41, wherein said at least one field pertains to a target date field, and the visual attribute is color.

43. **(Canceled)**

44. **(Original)** The recommendation management module according to claim 33, further including logic configured to send a reminder notification to at least the individual serving the third role if the individual serving the third role fails to enter the second recommendation information within a predetermined period of time.

45. **(Original)** The recommendation management module according to claim 44, wherein the predetermined period of time is measured with respect to a time when the individual serving the second role entered the first recommendation information.

46. **(Original)** The recommendation management module according to claim 44, wherein the predetermined period of time is measured with respect to a specified target date pertaining to the implementation of said at least one recommendation.

47. **(Original)** The recommendation management module according to claim 44, wherein logic for sending a reminder notification is further configured to send another reminder notification if the individual serving the third role fails to respond to the first-mentioned reminder notification, the other reminder notification conveying greater urgency compared to the first-mentioned reminder notification.

48. **(Original)** The recommendation management module according to claim 44, further including logic configured to customize at least one of: a timing at which the reminder notification is to be transmitted; an identity of at least one recipient who is to receive the reminder notification; information content of the reminder notification; and a style of the reminder notification.

49. **(Original)** The recommendation management module according to claim 33, wherein, in a top-down mode of process flow, the individual serving the second role serves an overseeing role with respect to the individual serving the third role, and, in a bottom-up mode of process flow, the individual serving the third role serves an overseeing role with respect to the individual serving the second role, and, in a no-flow mode of process flow, either the individual serving the second role or the individual serving the third role can enter recommendation information first, and the recommendation management module further includes logic configured to allow a user to define whether a process flow is to operate in the top-down mode or the bottom-up mode or the no-flow mode.

50. **(Original)** The recommendation management module according to claim 33, further including logic configured to provide a listing that identifies a historical sequence of recommendation information received from the individual serving the first role, the individual serving the second role, and the individual serving the third role.

51. **(Original)** The recommendation management module according to claim 33, further including logic configured to filter received survey information and recommendation information based on at least one selected criterion.

52. **(Original)** The recommendation management module according to claim 33, further including logic configured to sort received survey information and recommendation information based on at least one selected criterion.

53. **(Original)** The recommendation management module according to claim 33, further including logic configured to print received survey information and recommendation information in a selected report format.

54. **(Original)** The recommendation management module according to claim 33, further including logic configured to export received survey information and recommendation information into a selected export file format.

55. **(Canceled)**

56. **(Currently Amended)** A system for managing recommendations using a computer system, comprising:

a plurality of computer devices available to an individual serving a first role, an individual serving a second role, and an individual serving a third role, wherein the individuals serving the first, second, and third roles are different individuals and the first, second, and third roles are different roles;

processing functionality communicatively coupled to the plurality of computer devices via a network, wherein the processing functionality includes:

a database storage;

a recommendation management module including:

logic configured to receive, via one of the computer devices, survey information originating from the individual serving the first role pertaining to an aspect of an organizational entity, the survey information including at least one recommendation, wherein the individual serving the first role is a field consultant who serves the role of inspecting the organizational entity to determine whether the organizational entity satisfies a defined criterion;

logic configured to store the survey information in the database storage;

logic configured to automatically send, responsive to receiving the survey information, the survey information to an individual serving a second role;

logic configured to receive, via a user interface, first recommendation information originating from [[an]] the individual serving [[a]] the second role, the first recommendation information being based on provided responsive to the survey information received from the individual serving the first role;

logic configured to store the recommendation information in the computer database associated with the storage medium;

logic configured to automatically notify, responsive to receiving the first recommendation information, an individual serving a third role of the first recommendation information;

logic configured to receive, via the user interface, second recommendation information originating from [[an]] the individual serving [[a]] the third role, the second recommendation information being based on provided responsive to the first recommendation information received from the individual serving the second role;

logic configured to store the second recommendation information in the database storage; and

logic configured to sequentially provide a recommendation response report to the individual serving the second role and then to the individual serving the third role via the user interface provided on one of the computer devices, wherein the recommendation response report includes input fields for receiving the first recommendation information from the individual serving the second role and the second recommendation information from the individual serving the third role.

57. **(Original)** The system according to claim 56, wherein the individual serving the first role, the individual serving the second role, and the individual serving the third role are different individuals.

58-68. **(Canceled)**